

## **PROGRAM DIRECTOR**

**JOB TITLE:** Program Director

**GRADE:** 21

**JOB CODE:** 1501

**DATE:** 3/20/95

**REVISED:** 02/19/03

**GENERAL FUNCTION:** Under administrative direction of the Director of the local health department is responsible for directing one or more public health programs provided by the agency. The responsibility includes: developing program plans and budget for the respective program(s); supervising and evaluating the performance of the staff assigned to work in the program; evaluating the goals/objectives of the program through site visits, record review, and management evaluations; supervises training of staff assigned to the program; maintain effective communication with staff, the general public and service providers; and developing contracts as appropriate for service providers.

### **CHARACTERISTIC DUTIES AND RESPONSIBILITIES:**

Directs the activities of employees assigned to the program(s) through the establishment of objectives, policies, practices and standards specific to the program.

Evaluates community needs and works to establish programs to meet those needs.

Evaluates the effectiveness of the program in meeting objectives by reviewing data, reports, and surveys obtained manually or computer generated.

Conduct site visits to monitor program operations; review medical records for accuracy and completeness of documentation.

Monitors program expenditures against the budget and makes necessary budget revisions or expenditures or provides interpretive information to superiors.

May prepare program plans.

Interviews potential program staff and makes staffing recommendations.

Provides technical support to staff, service providers and clients.

Attends meetings at the local, state and regional level, or other meetings, to gather or distribute program or technical information.

Deals with local, state, and federal officials to resolve programmatic problems.

Develops contracts with private providers as needed.

**JOB TITLE:** Program Director (Continued)

**JOB CODE:** 1501

Responds to inquiries from the general public, makes presentations to civic organizations and other appropriate groups.

**SUPERVISION RECEIVED:** General direction, working from broad goals and policies only; incumbent participates heavily in setting work objectives.

**SUPERVISION EXERCISED:** Provides direct supervision over program staff assigned to the program.

**JOB SPECIFICATIONS:**

**Knowledge and Abilities:** Considerable knowledge of the activities, systems, policies and standards of the program assigned and the ability to interpret them concisely and accurately to employees and the general public. Good knowledge of functions, organizational structure, authority and limitations of the department and agencies in the area. Ability to carry out, without supervision, continuing assignments requiring the organization of material, preparation of reports and the making of decisions. Ability to meet the public and discuss problems and complaints tactfully, courteously, and effectively. Ability to establish and maintain effective working relationships with governmental officials, other employers, and the general public. Ability to plan, supervise and coordinate effectively the activities of staff in meeting program objectives.

**Minimum Education, Training, and Experience Requirements:** Bachelors degree from a college or university. Three years of professional experience in public health, community health agency or similar capacity where knowledge and abilities required can be assessed.

*\*\*For promotional consideration an individual may be considered for this position if the individual has seven (7) years of experience that provides the required knowledge, skills, and abilities.*

**The intent of this job description is to provide a representative summary of duties and responsibilities that will be required of positions given this title and shall not be construed as a declaration of the specific duties and responsibilities of any particular position. Employees may be requested to perform job-related tasks other than those specifically presented in this description.**

## **PROGRAM COORDINATOR**

**JOB TITLE:** Program Coordinator

**GRADE:** 17

**JOB CODE:** 1502

**DATE:** 4/1/96

**REVISED:** 01'/02'

**GENERAL FUNCTION:** Under the direction of the Director of the local health department or other appropriate supervisor, is responsible for coordinating and guiding staff in the effective provision of services in one or more program and support areas such as WIC, Well Child, EPSDT, Car Restraint, Family Planning, and Medical Support. The position serves as a linkage between the state and local health department(s) in monitoring program standards related to the provision of the services.

### **CHARACTERISTIC DUTIES AND RESPONSIBILITIES:**

Make site visits to health department(s) to review medical records and reports to ensure that forms are contained and appropriately filled out; conduct management evaluation of the program and reviews policies and procedures, case loads; review program plans; observe service delivery and case loads to determine compliance with program standards.

Evaluate and monitor patient services to ensure accurate entering of provider codes (CPT 5 and ICD 9). Monitor billings, insurance and other third party payers. Account balances and accounts receivable operations.

Provide and arrange for training, new employee orientation, and technical assistance to appropriate staff of the department(s) regarding program standards, policies and procedures.

Prepare monthly, quarterly, and other reports to comply with state and local reporting requirements that detail program monitoring and site evaluation activities.

Prepare annual program plan for respective program(s) in accordance with guidelines issued by the Department for Health Services.

Requests and collects program data for program evaluation from local/state sources, edits and analyzes data, and writes program status reports for department director or other agency staff at local and state level.

Maintains knowledge of specific program requirements through attending training meetings, review of current, new and proposed regulations and/or policies and prepares corrections or changes as appropriate for dissemination to staff.

Responds to inquiries from the general public, makes presentations to civic organizations and other groups as appropriate to promote specific programs and answer questions.

**JOB TITLE:** Program Coordinator (Continued)

**JOB CODE:** 1502

**SUPERVISION RECEIVED:** General direction, working from broad goals and policies only; incumbent participates heavily in setting work objectives.

**SUPERVISION EXERCISED:** Involves supervision as a working supervisor or lead person.

**JOB SPECIFICATIONS:**

**Knowledge and Abilities:** Considerable knowledge of the practices, systems, policies and operation of the department. Ability to carry out, with minimal supervision, continuing assignments requiring the organization of material, the preparation of reports and the making of decisions. Ability to establish and maintain effective working relationships with governmental officials, employees, and the general public.

**Minimum Education, Training, and Experience Requirements:** Bachelors degree from a college or university. One year of experience in human service in administrative or programmatic responsibilities,

OR

the equivalent of five (5) years of education and/or experience that would demonstrate job knowledge and abilities; one (1) year of the experience must have been in human services.

**(Note:** Experience for EMS program coordinator must be directly related to EMS planning, administration or management. EMT certification or Paramedic required)

**The intent of this job description is to provide a representative summary of duties and responsibilities that will be required of positions given this title and shall not be construed as a declaration of the specific duties and responsibilities of any particular position. Employees may be requested to perform job-related tasks other than those specifically presented in this description.**

## **PROGRAM SPECIALIST**

**JOB TITLE:** Program Specialist

**GRADE:** 14

**JOB CODE:** 1510

**DATE:** 3/20/95

**GENERAL FUNCTION:** Under the general direction of the local health department director, program director, or Service Director, administers or manages various technical and administrative activities which are moderately difficult to perform in a specific program such as the fluoride program or other specialized programs of the agency. These activities may include providing technical assistance to employees of the agency or other agencies/industry in the community, planning, assisting in policy review and development, office automation or other administrative activities as assigned. The incumbent may be assigned special projects to complete within specified time frames. The incumbent may coordinate the activities of staff as appropriate.

### **CHARACTERISTIC DUTIES AND RESPONSIBILITIES:**

Learns program requirements through review of statutes, regulations and program standards.

Interprets and applies laws, rules, regulations and policies applicable to the program activities assigned.

Assists in compiling statistical reports, prepares program plans, policy manuals and other informational materials for distribution to staff, patients, and the general public and to meet federal, state and agency reporting requirements.

Reviews documents for completeness and checks figures for accuracy. Make periodic reports to the Agency and state as to activities conducted.

Participates in on-site monitoring visits to service providers.

Performs research and drafts program informational materials.

Develops training programs and provides training and technical assistance as indicated to Agency staff, or other appropriate entities.

Studies needs for additional equipment, supplies and materials and makes recommendations for improvement based on resource availability.

Conducts surveillance and maintenance inspections of appropriate equipment for compliance and issues notifications of any violations or variances to standards.

Communicates orally and in writing with service providers and service recipients.

**JOB TITLE:** Program Specialist (Continued)

**JOB CODE:** 1510

**SUPERVISION RECEIVED:** Limited supervision; periods of relative autonomy with general supervisory review. Supervisor plays substantial role in setting goals, objectives and organizing work.

**SUPERVISION EXERCISED:** May provide immediate supervision over clerical and/or administrative staff.

**JOB SPECIFICATIONS:**

**Knowledge and Abilities:** Considerable knowledge of the practices and policies of the agency and the ability to interpret them concisely and accurately to the public and employees. Ability to carry out, with limited supervision, continuing assignments requiring the organization of material, the preparation of reports and decision-making. Ability to meet the public and discuss problems and complaints tactfully, courteously and effectively. Ability to write and speak effectively.

**Minimum Education, Training and Experience Requirements:** Graduate of an accredited college or university with Bachelors degree.

(Note: For promotional consideration an individual may be considered for this position if the individual has seven (7) years of an equivalent combination of education and experience which provides the required skills, knowledge, and abilities.)

**The intent of this job description is to provide a representative summary of duties and responsibilities that will be required of positions given this title and shall not be construed as a declaration of the specific duties and responsibilities of any particular position. Employees may be requested to perform job-related tasks other than those specifically presented in this description.**

## **JOB DESCRIPTION**

**JOB TITLE:** Community Health Specialist

**GRADE:** 12

**JOB CODE** 1515

**DATE:** 3/23/2000

**GENERAL FUNCTION:** Under appropriate supervision assists in performing the core public health functions of assessment, policy development, and assurance in order to address health indicators of a community. The incumbent in this position would participate in surveillance and assessment activities to determine health priorities and also assist in planning and carrying out goals and objectives to address the priorities. The incumbent would have the abilities to get along with coworkers and the public and to exercise independent judgment and initiative in the completion of complex and comprehensive work assignments.

### **CHARACTERISTIC DUTIES AND RESPONSIBILITIES:**

Participates in planning goals and activities to address health priorities of a community.

Works with others to facilitate completion of planned activities. With general direction, exercises independent judgment and initiative to complete complex and comprehensive work assignments.

Participates in community coalitions and other community groups. When appropriate reminds group members of upcoming meetings, prepares agendas, facilitates meetings, and/or writes and distributes minutes.

Under supervision prepares and distributes press releases and does interviews for the media on topics related to community health projects.

Makes presentations to groups on topics related to community health projects.

Searches for existing statistics on health indicators and participates in data collection when statistics are not available.

Reviews publications and other appropriate materials and sources for funding opportunities.

Assists with completing applications for grants or other funding. As projects dictate prepares or helps review drafts of needed materials, such as fliers, reports, invitations, form letters, and memos for final approval by a public health professional.

Uses a PC to enter data into spreadsheets/databases, complete word processing tasks, and/or create materials that utilize graphics.

**Job Title:** Community Health Specialist (Cont'd)

**JOB CODE** 1515

Contacts and builds relationships with organizations, agencies, individuals and others in the community in order to form partnerships to address health priorities.

**SUPERVISION RECEIVED:** Limited supervision; periods of relative autonomy with general supervisory review. Supervisor plays substantial role in setting goals, objectives and organizing work.

**SUPERVISION EXERCISED:** May provide immediate supervision over clerical and/or

## **JOB SPECIFICATIONS**

### **Knowledge and Abilities:**

Ability to rapidly accept and adapt to change

Ability to rapidly learn new skills, such as using a Personal Computer or group facilitation

Ability to communicate effectively with other employees and people in the community

Ability to meet and build relationships with people in the community

Basic knowledge of grammar, spelling and punctuation

Ability to listen to, accept, and follow direction from a public health professional

Knowledge of professional conduct and attire

Knowledge of general office practices-including purchasing procedures and equipment usage

Ability to manage multiple projects and prioritize tasks

Ability to collaborate with others and foster team work

**Minimum Education, Training And Experience Requirements:** High school diploma or GED and three (3) years of experience in public health or related health occupation where the skills, knowledge, and other abilities can be demonstrated. (Or a combination of experience and education.)

The intent of this job description is to provide a representative summary of duties and responsibilities that will be required of positions given this title and shall not be construed as a declaration of the specific duties and responsibilities of any particular position. Employees may be requested to perform job-related tasks other than those specifically presented in this description.